

SHARED SERVICE JOB DESCRIPTION

Job Title: NNDR Officer	Service: Finance
Post Number:	Division: Local Taxation and Benefits – Shared Service
Grade:	Business Unit/Section: Local Taxation
<p><u>Overall Purpose of Job:</u></p> <p>Responsible for the council's billing and collection processes in relation to non domestic rates (also known as business rates) including determining and processing liability, applying reliefs and exemptions, issue of accurate non domestic rate demands and reminder notices in accordance with relevant legislation and procedures.</p> <p>Responsible for the provision of customer advice primarily by telephone, email and online for non domestic rates. Information and advice given will cover all aspects of the Local Taxation & Benefit Service but mainly concentrate on non domestic rates enquiries.</p> <p>To maximise the collection of non domestic rates through accurate and timely billing.</p> <p>Contributing to the pre-determined strategic direction of the shared service to be realised within the boundaries of all statutory requirements and local priorities.</p>	
<p><u>Main Responsibilities:</u></p> <p>This is a post within the shared service agreement between North and North East Lincolnshire. The postholder is responsible for the delivery of non domestic rate billing and customer service function within the shared service agreement.</p> <p>The postholder will contribute to service delivery plans and the process of continual improvement within the non domestic rate section. The postholder will take responsibility for managing their own workload within a pre-determined service delivery framework.</p> <ol style="list-style-type: none"> 1. Using appropriate IT systems to process non domestic rate liability cases including assessment and determination of liability, changes to occupation, rateable values, direct debits and other payment methods, the transition scheme, awarding various reliefs and exemptions, tracing charge payers and allocating payments. 2. Be able to determine the correct liability by the application of complex calculation methods on both manually & with the use of IT. 3. To offer advice to ratepayers of potential reliefs and exemptions that may apply. 4. Support the delivery of the service improvement plan to achieve effective outcomes. 5. Maintain awareness regular complex and contentious of changes in legislation and new initiatives which impact significantly on the delivery of the non domestic rate service. 6. Assist service management to implement a culture of continual improvement in process and learning. 	

7. Support and communicate with partners/organisations and stakeholders through day to day effective liaison on sensitive/contentious complex and operational issues to achieve service outcomes.
8. Support the development of a customer focussed, outcomes based culture within the operational team
9. Make recommendations in cases of ratepayer hardship, in making arrangements or write off.
10. Any other duties commensurate with the level of the post.
11. Deputise for the Non Domestic Rates Team Manager
12. Maintain an awareness of all aspects of the Local Taxation & Benefits service delivery in order answer customer enquiries.

Knowledge, Skill and Experience Required:

Knowledge / Qualifications

- In depth working knowledge of policies, legislation, case law and best practice in relation to non domestic rates including fraud awareness
- Knowledge of the principles set out in the Data Protection Act and Freedom of Information Act
- Understanding of how other Council Services impact on non domestic rate payers for example; sundry debtors, planning, estates and waste management etc.

Skills and Abilities

- Excellent communication skills both written and verbal, to ensure that customer interaction leads to resolution of enquiry at the earliest possible point.
- Self motivation and support of colleagues to embrace new initiatives and meet departmental targets.
- Exceptional problem solving skills. Able to recognise, identify & implement solutions.
- Ability to be proactive and reactive in response to a constantly changing work environment, often with conflicting priorities.
- Ability to understand the impact of organisational change.
- Ability to identify development opportunities for self, systems and the service as a whole.
- Confident and articulate when communicating with all contacts.
- Ability to support the development and implementation of work based procedures and key performance measures.
- Ability to adapt to changing technology with ability to understand IT issues and to harness IT as an effective business tool.
- A high level of both literacy and numeracy skills.
- Advanced Excel spreadsheet and word processing skills and ability to present data in an understandable format
- Personal skills which will allow the building of close working relationships with colleagues, partners and stakeholders.

Experience

- Experience of reviewing complex information and explaining in plain English
- Experience of working to strict deadlines and in difficult situations, and ability to work on own initiative.
- Experience of providing an effective service to customers and a good customer service track record
- Experience of working as part of a team

Proven track record in:

- Delivery of non domestic rates billing service in a processing capacity
- Experience of working within a revenues billing environment

Creativity and Innovation:

Ensure operating standards and outputs comply with regulatory frameworks within the non domestic rates billing environment and the Council's policies, constitution and governance arrangements.

- Effectively communicating with colleagues, including those working remotely i.e. homeworkers or staff working at another site
- Responding to individual queries from customers which can be complex, look for acceptable solutions to problems identified through service requests or complaints from customers. Solutions will be limited to those within the recognised framework.
- Actively engage in identifying solutions to improving performance of the team and ultimately the service, quality of outputs and the stakeholder experience.
- Building relationships with representatives from internal and external organisations to effectively engage them in supporting consistent delivery of the service to support customer needs.
- The level of creativity is restricted by a framework of policies, procedures, regulations and standards and direction of senior managers.
- Guidance and support are provided to the team to understand and apply the appropriate level of creativity and innovation within their roles.
- Handling of complaints and Freedom of Information requests.
- Create and adapt communication materials including letters and spreadsheets.
- Effective application of the governments complicated calculation based transition scheme.
- Manage contentious situations.

Decision Making:

- Efficient and effective decision making by the postholder will determine the correct liability to non domestic rates including identifying correct and disputed liability, rate avoidance and exemptions and reliefs available to customers.
- Determine the correct process where legislation is open to interpretation.
- Assess complex relief cases, need to use discretion in more complex cases which may be of a contentious nature and have significant impact on both councils.
- Requirement to use discretion, for example in determining payment arrangements which meet the needs of the customer and the Council, within a broad framework of guidelines.
- Provide support to management to respond to complaints, Freedom of Information requests and Valuation Office Tribunals.

Consequences

- Effective and informed decision making will result in an efficient and effective service to the general public, which is responsive to customer need.
- The impact of decisions in relation to service delivery standards and/or procedures would not always be immediately obvious, as it would normally take some time before the impact is felt, either through customer financial hardship or through an increase in complaints.
- Decisions can be challenged through objections which are considered by the Team Manager
- Decisions made will have a significant financial impact on customers and their ability to pay outstanding debts and the future of their business.

- Decisions made can impact on the Council's reputation and effect collection rates and the Council's financial position.

Contacts and Relationships:

- Team Managers and other staff - daily contact with own team and with members of other teams in relation to the provision of non domestic rate delivery service.
- Shared Service Management – regular contact on issues affecting the service.
- Elected Members and MPs – regularly supporting the response to issues raised by them on behalf of their constituents, ad hoc contact.
- Ratepayers – daily telephone and email contact to provide advice on liability and payment.
- Charities/Non profit organisations – provide advice/guidance and support to rate relief applicants.
- Staff within other departments such as ICT, planning, property, finance, economic development, etc to ensure that the service outcomes are achieved by the most efficient means.
- General public and their representatives, including members, solicitors and ratings agents. Regular contact requiring tact, sensitivity diplomacy and persuasive skills to determine and deliver support, advice or responses to a wide range of complex and contentious matters.
- Partner organisations who support the delivery of advice, for example (not exhaustive) enforcement agents, ratings agents, etc.
- Regular contact to ensure customer outcomes meet the needs of both the council and partner organisations.
- Private sector organisations and suppliers – support delivery of the service
- Establish and maintain relationships and alliances to promote the service with external organisations such as DWP, Valuation Office Agency, Valuation Tribunal, Police, CAB, HMCTS, Staff from other councils.

Responsibility for Resources: (to include approximate value, sole or shared responsibility and for what percentage of their working hours away from their designated base)

Financial resources: none

Physical resources: Agile work kit including but not exclusive to a laptop.

WORK ENVIRONMENT

Work Demands:

- The postholder is expected to manage their own work programme, identifying cases which require immediate attention to meet team goals e.g. responding to customer queries to prevent further recovery action when customers have received reminder notices.
- Daily workload is influenced by issues that require prompt consideration for example, volumes of complaints or telephone calls received, system problems, issue of reminders, direct debit set up time limitations, attendance at meetings, unexpected changes to legislation & procedures staff cover and one-off tasks and enquiries.

Physical Demands:

- Carrying agile equipment
- Role is office/ home based, using DSE equipment daily. Majority of time is spent sat at a desk

Working Conditions:

Agile (Office environment and working from home)

There may be a need to travel to other sites/venues both within and outside the Council area on occasions.

Work Context:

This is a post within the shared service agreement between North and North East Lincolnshire. The postholder is responsible for daily delivery of processing non domestic rates and providing a customer information support service at a single site within the shared service agreement.

Some risk to personal safety. Problems arising from the environment of public / clients.

The post involves daily contact with individual customers, their representatives, and groups of claimants, in relation to occasionally complex, often contentious cases.

In some cases the customer or their representative will be aggrieved by a decision made in relation to their account, and there are regular instances of verbal (telephone) and/or written abuse aimed at the service and the individual.

The majority of contact is via written correspondence and telephone queries. The postholder may occasionally interview a customer within the office environment.

This postholder is responsible for ensuring that the work programme is carried out on time and that the work carried out is accurate.

Position in Organisation

The postholder will be a member of the Non Domestic Rates team comprising of Non Domestic Rates Officers and Property Inspectors reporting directly to the Non Domestic Rates Team Manager

Because of the level of technical knowledge required for the post, existing postholders are expected to assist the Team Manager with work familiarisation for new members of staff undertaking the same role.

Note:

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility. This job description is provided for guidance only and does not form part of the contract of employment.

Date of Job Description February 2023

Copy sent to Post holder

EMPLOYEE SPECIFICATION

Post Number _____ Job Title **NNDR Officer** Hours per week _____

	Essential	Desirable	How measured
EXPERIENCE	<p>Experience of reviewing complex information and explaining in plain English.</p> <p>Experience of working to strict deadlines and in difficult situations, and ability to work on own initiative.</p> <p>Experience of providing an effective service to customers and good customer service skills.</p> <p>Experience of exercising discretion in decision making.</p> <p>Experience of working as part of a team.</p> <p>Experience of providing information directly to customers.</p>	Experience of working in a non domestic rates billing environment.	<p>Application Form</p> <p>Interview</p>
EDUCATION , TRAINING AND QUALIFICATIONS	Good level of education, qualified to NQF level 2 (GCSE A* to C) or equivalent in English and Maths	IRRV Technician qualification	Application Form
SKILLS AND KNOWLEDGE	High level of communication skills both written and verbal, to ensure that customer interaction leads to resolution of enquiry at the earliest	Knowledge of policies and best practice in relation to NNDR billing. Ability to understand the impact of organisational change.	Interview

	<p>possible point.</p> <p>self-motivated and supportive of colleagues to embrace new initiatives and meet departmental targets.</p> <p>Knowledge of the principles set out in the Data Protection Act and Freedom of Information Act</p> <p>High level of problem solving skills, able to recognise problems, identify & implement solutions.</p> <p>Ability to be proactive and reactive in response to a constantly changing work environment, often with conflicting priorities.</p> <p>Good knowledge of all aspects of the LT&B service and ability to respond to customer enquiries on areas other than non domestic rates.</p>	<p>Ability to identify development opportunities for self, systems and the service as a whole</p>	
PERSONAL QUALITIES	<p>Personal skills which will allow the building of close working relationships with colleagues, partners and stakeholders.</p>		Interview
WORKING ARRANGEMENTS	<p>Postholder will be based in Scunthorpe or any other suitable location as per the agile working policy (e.g working at home). There may be</p>		

	<p>an occasional requirement to travel to the other site. (Due to current circumstances the post will be mainly home based currently with the possibility of some office based training)</p> <p>Postholder will need to be available to cover pre-determined shifts to provide telephony cover to support LT&B service delivery.</p> <p>Able to manage own workload and prioritise work which requires immediate attention.</p> <p>May be an occasional requirement to undertake face to face interviews with customers.</p> <p>May be occasional requirement to deputise for the Team Manager – Non Domestic Rates</p>		
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